

**If you do not agree with the services you are getting, talk with your Case Manager.
If you still do not agree, you can get help**

Grievance

A Grievance is a way to settle a disagreement over the services you get from Developmental Services or from another provider. You can file a Grievance if you are not getting what you think you should. The rules for Grievance are at this website: <https://www1.maine.gov/sos/cec/rules/14/197/197c008.docx>

MaineCare Appeal

If you get a letter saying your MaineCare Service will be reduced or taken away, and you do not agree with the decision, you have a right to appeal. You might appeal if the decision affects your health or safety, or if it means you will not receive services that are in your Person Centered Plan. **Your request for a hearing must be received within sixty (60) calendar days of the date of this notice.**

However, if you wish your services to stay the same until the Appeal is decided your request for a fair hearing must be received within ten (10) calendar days of getting this notice.

How to file a Grievance or Appeal – Your case manager can help you. The Disability Rights Center can also help you. Their phone numbers are listed below:

Cumberland, York

(207) -822-0321

1-800-269-5208

TTY- Maine Relay 711

Androscoggin, Franklin, Oxford

(207)-795-4538

1-800-482-7517

TTY-Maine Relay 711

Hancock, Penobscot, Piscataquis, Washington

(207)-561-4113

1-800-432-7825

TTY-Maine Relay 711

Kennebec, Somerset

(207) 626-2774

1-800-452-1948

TTY: Maine Relay 711

Knox, Lincoln, Sagadahoc, Waldo

(207) 596-4363

1-800-432-7802

TTY Maine Relay 711

Aroostook

(207)-493-4129

1-800-432-7366

TTY- Maine Relay 711

Disability Rights Center of Maine

(207)-626-2774

1-800-452-1948

advocate@drcme.org